



Docket No.: 1509-22

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Rycharde Jeffery HAWKES *et al.*

Serial No. 09/977,501

Filed: October 16, 2001

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Group Art Unit: 2151

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Examiner: Unknown

For: CONTENT PROVIDE ENTITY FOR COMMUNICATION SESSION

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D. C. 20231

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

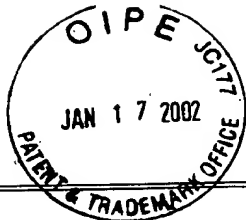
This Information Disclosure Statement is being filed within three months of the U.S. filing date OR before the mailing date of a first Office Action on the merits. No certification or fee is required.

Respectfully submitted,

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January 17, 2002

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION

(PTO-1449)

ATTY. DOCKET NO.
1509-226SERIAL NO.
09/977,501APPLICANT
Rycharde Jeffery HAWKES *et al.*FILING DATE
October 16, 2001GROUP
2151

U.S. PATENT DOCUMENTS

| EXAMINER'S INITIALS | PATENT NO. | DATE | NAME | CLASS | SUBCLASS | FILING DATE |
|---------------------|------------|----------|------------------|-------|----------|-------------|
| | 5,838,682 | 11/17/98 | Dekelbaum et al. | | | |
| | 5,848,143 | 12/08/98 | Andrews et al. | | | |
| | 5,884,032 | 03/16/99 | Bateman et al | | | |
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| EXAMINER'S INITIALS | PATENT NO. | DATE | COUNTRY | CLASS | SUBCLASS | Translation | |
|---------------------|----------------|----------|----------------|-------|----------|-------------|----|
| | | | | | | Yes | No |
| | 0 820 028 A2 | 01/21/98 | Europe | | | | |
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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Todd Neff, *The Multimedia Contact Center: Corporate Façade or Human Face*, April 10, 2000, pages 1-69
Cobrow Homepage - www.cobrow.com, January 21, 2000

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.